

Notice of Allowability

Application No.

09/766,175

Examiner

Igor N. Borissov

Applicant(s)

BUONANNO ET AL.

Art Unit

3628

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--

All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1. ☒ This communication is responsive to Request for Continued Examination of 04/25/2007.
2. ☒ The allowed claim(s) is/are 1-6, 10-19, 22-25 and 27-30.
3. ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
 - a) ☐ All b) ☐ Some* c) ☐ None of the:
 1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).

* Certified copies not received: _____.

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.

THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.

4. ☐ A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.
 5. ☐ CORRECTED DRAWINGS (as "replacement sheets") must be submitted.
 - (a) ☐ including changes required by the Notice of Draftsperson's Patent Drawing Review (PTO-948) attached
 - 1) ☐ hereto or 2) ☐ to Paper No./Mail Date _____.
 - (b) ☐ including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date _____.
- Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).
6. ☐ DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

Attachment(s)

1. ☒ Notice of References Cited (PTO-892)
2. ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3. ☒ Information Disclosure Statements (PTO/SB/08),
Paper No./Mail Date _____
4. ☐ Examiner's Comment Regarding Requirement for Deposit
of Biological Material
5. ☐ Notice of Informal Patent Application
6. ☐ Interview Summary (PTO-413),
Paper No./Mail Date _____
7. ☒ Examiner's Amendment/Comment
8. ☒ Examiner's Statement of Reasons for Allowance
9. ☐ Other _____

DETAILED ACTION

Continued Examination Under 37 CFR 1.114

A request for continued examination under 37 CFR 1.114, including the fee set forth in 37 CFR 1.17(e), was filed in this application after final rejection. Since this application is eligible for continued examination under 37 CFR 1.114, and the fee set forth in 37 CFR 1.17(e) has been timely paid, the finality of the previous Office action has been withdrawn pursuant to 37 CFR 1.114. Applicant's submission filed on 4/25/2007 has been entered.

Response to Amendment

Amendment received on 4/25/2007 is acknowledged and entered. Claims 7, 8, 9, 20, 21, and 26 have previously been canceled. Claims 1-6, 10-19, and 22-25 have been amended. New claims 27-30 have been added. Claims 1-6, 10-19, 22-25, and 27-30 are currently pending in the application.

Claim Rejections under 35 USC § 103 have been withdrawn due to the applicant's amendment.

EXAMINER'S AMENDMENT

An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee.

The application has been amended as follows:

IN THE CLAIMS

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22. (Currently Amended) A proactive call center system comprising:
an interface configured to receive an order for delivery of a product placed by a customer on-line;
a server configured to ~~[[for]]~~ execute~~[[ing]]~~ a workflow process coupled to the interface that further configured to execute~~[[s]]~~ the order for delivering the product to the customer;
logic circuitry coupled to the server ~~which and configured to~~ monitor~~[[s]]~~ the workflow process to detect any problems that disrupt delivery of the order;
a communications device coupled to the logic circuitry and configured to send a notification to which notifies a human call center agent responsive to the logic circuitry detecting the problems and proactively and independently of whether the customer has reported the problems, the notification including contact information for the customer; and
a call center coupled to the communications device and configured for use by a human call center agent to proactively establish a telephonic interaction with the customer responsive to the notification.

Allowable Subject Matter

Claims 1-6, 10-19, 22-25, and 27-30 are allowed.

The following is an examiner's statement of reasons for allowance:

As per independent claims 1, 10, 16, and 22, the best prior art, Martin et al. (US 6,029,140) in view of McCausland et al. (US 5,822,410), teaches a method and system, comprising: receiving an order for delivery of a product placed by a customer; initiating a workflow process to handle delivery of product

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of the order to the customer; monitoring the workflow process to detect any problems related to the delivery of the order by the workflow program; notifying a human call center agent if a problem related to delivery of the product to the customer occurs during the processing of the order thereby enabling proactively contacting the customer; proactively notifying the customer in response to the problem to resolve the problem, wherein said proactively notifying the customer in response to the problem includes establishing a telephonic interaction with the customer by said human operator.

However, Martin et al. in view of McCausland et al. fails teach or fairly suggest that said step of monitoring the workflow process to detect any problems related to the delivery of the order includes: determining whether the detected exceptions correspond to a first type, second different type, or a third different type; when the detected exceptions correspond to the first type, automatically resolving the disruption without querying the transactional parties; when the detected exceptions correspond to the second type, causing an outbound querying communication to be sent to a purchasing one of the transactional parties proactively and independently of whether the purchasing transactional party has reported the disruption, the outbound querying communication indicating a plurality of selectable proposed solutions to the detected exceptions; and when the detected exceptions correspond to the third type, establishing a real time collaboration session between the transactional parties proactively and independently of whether the transactional parties have reported the disruption.

The best foreign art, Horstmann et al. (WO 99/03053), teaches a method and system for automated monitoring of work flow for detecting and responding to any disruption in said work flow. However, Horstmann et al. fails to disclose or fairly suggest that said step of monitoring the workflow process to detect any problems related to the delivery of the order includes: determining whether the detected exceptions correspond to a first type, second different type, or a third different type; when the detected exceptions correspond to the first type,

automatically resolving the disruption without querying the transactional parties; when the detected exceptions correspond to the second type, causing an outbound querying communication to be sent to a purchasing one of the transactional parties proactively and independently of whether the purchasing transactional party has reported the disruption, the outbound querying communication indicating a plurality of selectable proposed solutions to the detected exceptions; and when the detected exceptions correspond to the third type, establishing a real time collaboration session between the transactional parties proactively and independently of whether the transactional parties have reported the disruption.

The best NPL prior art, Look Smart; Find Articles: AT&T, MCI to Release New Management Tools, published in January 1994, while teaching anagement tools configured to monitor, track and close trouble tickets for network applications in real time, fails to disclose or fairly suggest that said step of monitoring the workflow process to detect any problems related to the delivery of the order includes: determining whether the detected exceptions correspond to a first type, second different type, or a third different type; when the detected exceptions correspond to the first type, automatically resolving the disruption without querying the transactional parties; when the detected exceptions correspond to the second type, causing an outbound querying communication to be sent to a purchasing one of the transactional parties proactively and independently of whether the purchasing transactional party has reported the disruption, the outbound querying communication indicating a plurality of selectable proposed solutions to the detected exceptions; and when the detected exceptions correspond to the third type, establishing a real time collaboration session between the transactional parties proactively and independently of whether the transactional parties have reported the disruption.

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The remaining dependent claims are considered allowable, as they are dependent and based of an allowable independent claims.

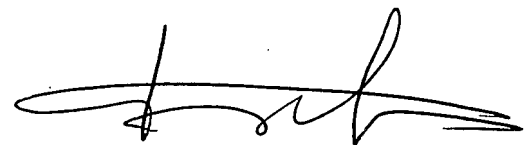
Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submission should be clearly labeled "Comments on Statement of Reason for Allowance".

Conclusion

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Igor Borissov whose telephone number is 703-305-4649. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John Weiss can be reached on 703-308-2702. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

IB
4/28/2007



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PRIMARY EXAMINER